



# The Division of Disability and Rehabilitative Services Quarterly Update

APRIL 2012

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## PERSONNEL

Shane Spotts was named DDRS director, effective March 5. Shane was most recently the DDRS deputy director. Prior to joining FSSA, Shane held a position with the Indiana Office of Management and Budget, specifically in the government efficiency and financial planning group. He is a graduate of Indiana University – Indianapolis where he studied civic leadership and economics.

Ron Smith joined DDRS on Feb. 6, 2012 as the Supervised Group Living (SGL) Liaison. He's primary responsibilities will include SGL Referrals and managing the SGL Vacancy Report for BDDS. Ron recently worked at the Indiana Institute on Disability and Community at Indiana University where he managed the Indiana Asset Development and Financial Literacy project for individuals with disabilities. Ron holds a Masters in Social Work from IUPUI and a national certification as a Social Security Certified Work Incentives Coordinator (CWIC). He also has previous experience working with BDDS as a former BDDS Services Coordinator.

Amy Shemoel has joined BDDS as a Client Services Project Coordinator having previously worked as a BQIS Complaint Investigator. She will be working to help develop a housemate matching process statewide that will include best practices and operational protocols. Amy holds Bachelor's in psychology from Indiana University. Through April, she will split her time between BDDS and BQIS as she closes out projects.

John Gordon started as the BRS Field Director on March 5, 2012. John Gordon started with VR in spring 2008 as the supervisor of Area 22. Following the retirement of Ken Williams, John took over as Region Manager of Region 5 in spring 2010. John came to VR with a background in mental health treatment and is a licensed foster parent.

Virginia Bates started at DDRS on April 2 and will lead a new project that will assist students pursuing a post-secondary education to obtain and maintain gainful employment. She has worked in the human service field for over 20 years. The majority of her time has been spent working in residential settings such as group homes and supported living in Indiana, Ohio and North

Carolina. In 2008, Virginia assisted in starting the Project SEARCH program at the Indiana Government Center. She is a graduate of the University of Indianapolis and holds Bachelor's degree in Art Therapy.

## WEB ADDITIONS

### SECTION 144 REPORT

DDRS has posted the [Section 144 Report](#) to its website, along with a FAQ. The report outlines several proposed changes designed to improve services, contain costs, and reduce the wait list for services for people with developmental disabilities.

### Provider Questions and Answers

Provider questions and answers from the February Quarterly Meetings are now posted on the BDDS web page under [Quarterly Provider Meetings](#).

### BDDS Waiver Waitlist Web Portal

A [BDDS Waitlist Web Portal](#) has been added to the DDRS Website under Information for Consumers. The Portal will allow consumers on the Developmental Disability, Support Services and Autism waiver waitlists to review and update their contact information.

To access the information a consumer or guardian will need to provide the following information:

- Last four digits of Social Security Number or Dart –ID
- First and Last Name
- Date of Birth
- Requestor's name if not the Consumer

Once the information is verified a second page will appear, which will include:

- Consumer's address and phone number
- Guardian contact information of a guardian (if applicable)
- Consumer's waiver application date(s)
- BDDS District Office contact information

If the consumer or guardian discovers that any of the information is incorrect, they will be able to click on the "Help Desk" link, and an e-mail will be sent to the appropriate people to update and track the information.

## POLICY UPDATE

### Final Policies

Mandatory Components of an Investigation (Incident Investigation Template), Provider Re-approval, Transition Activities, and Adding Counties and Services (Provider Request to Add Counties and Services Form) were posted as final policies and became effective on March 16, 2012.

## **Adding Counties and Services**

### Providers Adding Counties

- Effective March 16, 2012, a provider requesting to add counties shall complete the BDDS application to provide counties and submit it to BDDS Provider Relations. The application is found on [BDDS Provider Relations webpage](#).
- The decision to add counties shall be based on the need for service in the counties requested, consumer referrals, and open provider corrective action plans (CAPs).
- If the application is approved, BDDS Provider Relations shall add the requested counties.

### Providers Adding Services

- Effective March 16, 2012, a provider requesting to add services shall complete the BDDS application to provide services and submit it to BDDS Provider Relations. The application is found on the [BDDS Provider Relations webpage](#).
- A provider may request to add services at anytime as open enrollment periods have been eliminated.
- The decision to add services shall be based on the provider's qualifications, need for additional services in the counties served by the provider, and open provider CAPs.
- BDDS Provider Relations may request additional information based on the type of requested services.
- If the application is approved, BDDS Provider Relations shall add the requested services.

For further information, please refer to the policy: [Waiver Providers adding Counties and Services](#).

## **STATEWIDE INITIATIVES**

### **Wait List Letters**

The Division of Disability and Rehabilitative Services (DDRS) has been working to make some positive changes in its service delivery to consumers. In preparation for these changes, DDRS is making an effort to ensure that the Medicaid Waiver Wait List is as up to date as possible. Consumers whose names are currently listed on the Wait List received a letter and a Waiver Wait List Status Form from DDRS asking them to:

1. Review and update their contact information (if necessary) on the Waiver Wait List Status Form
2. Indicate their desire to remain on the Waiver Wait List on the Waiver Wait List Status Form
3. Contact their local BDDS office if interested in placement into group homes

For consumers that did not receive a letter in the initial mailing, a second mailing will be sent in a few months to the consumers whose letters DDRS received back as a "return to sender". A FAQ about the Wait List letter is available on the [Announcements](#) page.

### **Supported Employment Leadership Network (SELN) Update**

BDDS, VR and members of the MIG employment work group have drafted a plan for Indiana using recommendations from the SELN. SELN plans are based on the high performing states framework and emphasize the following elements: Strategic Goals and Operating Policies, Financing and Contracting Methods, Training and TA, Interagency Collaboration, Services and Service Innovations, and Performance Measurement,

QA and Program Oversight. The group has developed specific tasks to achieve the goal of facilitating a change in attitude by the general population concerning employment through education and united outreach efforts. The objective of the plan is to collaboratively develop the necessary groundwork and tools to market and educate the community at large about integrated employment resulting in improvements in outcomes of employment. The SELN will be providing feedback and technical assistance.

### **Powerful Parents Groups**

DDRS is working to make positive changes in its service delivery to consumers. One such change is reinvigorating the Powerful Parents Groups throughout the state. These groups were formerly affiliated with Indiana Professional Management Group (IPMG), but in recent years, have diminished.

The purpose of this program is to coordinate meetings with parents and families of adults and children with developmental disabilities across the state of Indiana to disseminate information, gather feedback and stimulate bonding among parents. Through these groups, DDRS hopes to:

- make DDRS plans and initiatives more transparent in how they affect consumers and families
- create a network of family contacts within BBDS districts, including more rural areas
- share information on available resources for families
- listen to how DDRS can make connections for consumer and family needs

The first DDRS Powerful Parents Group met in Ft. Wayne on March 14, 2012. The discussion centered on changes that DDRS is proposing to make to its three Home and Community Based Services (HCBS) waivers: Autism, Developmental Disabilities, and Support Services.

If these changes are approved by the federal government, they will facilitate increasing employment for persons with disabilities, keep the family unit together longer, and serve high-cost/high-needs individuals as appropriately and cost-effectively as possible.

Meetings will be held across the state on a quarterly basis. The next Powerful Parents meeting will be held mid-April in Richmond. Meetings have started small, but as recognition of these groups spreads, they may be open on a “first come” basis.

More information can be found on the [DDRS Commissions and Councils webpage](#) and questions may be e-mailed to [PowerfulParents@fssa.in.gov](mailto:PowerfulParents@fssa.in.gov).

## **ACCREDITATION**

Governor Daniels has signed HB1360 into law which requires Residential Habilitation and Support (RHS) providers to be accredited by an approved national accrediting body beginning July 1, 2012. DDRS will soon begin working with RHS providers and accreditation entities on deadlines for completing this process. All RHS providers with other services accredited will be expected to include RHS in their next accreditation survey.

## BUREAU OF DEVELOPMENTAL DISABILITIES SERVICES

### Support Services Waiver Second Amendment

A second amendment to the Support Services Waiver will soon be submitted to CMS. Highlights of the amendment include:

- Reflection of legislated changes replacing use of the term mental retardation with intellectual disability
- Removal of references specific to contracted Case Managers/Management and the contracted Case Management entity with clarification of the continuing role and responsibilities of case managers under the waiver service of Case Management
- Revision of the continuing role and responsibilities of the Case Management Liaison due to the return of Case Management as a waiver funded service
- Addition of the Participant Assistance and Care (PAC) service
- Increasing the waiver funding cap from \$13,500 to \$16,250
- Bringing portions of the Support Services Waiver in line with recent changes directed by CMS under the recently approved Autism Waiver Amendment
- The revision of the name from Support Services Waiver to Family Supports Waiver

### Autism Waiver Amendment

An amendment to the Autism Waiver, bringing it in line with the current DD Waiver, was approved by CMS on March 26, 2012 and is posted on the BDDS webpage. The most significant changes within the Amendment include:

- reflection of the State's previous move to utilization of a uniform rate methodology
- unbundling of the former "Day Services", replaced by Prevocational, Supported Employment Follow-Along, Community Based Habilitation (Group and Individual) and Facility Based Habilitation (Group and Individual)
- addition of five new services (Electronic Monitoring, Facility Based Supports, Intensive Behavioral Intervention, Transportation and Workplace Assistance)
- addition of eight more Medicaid Aid Categories within the Medicaid Eligibility Groups served
- inclusion of Quality Improvement Strategies/Performance Measures (Appendices A, B, C, D, G and I)
- modification of the Quality Improvement System
- removal of all references to a specific assessment system known as Objective Assessment System for Individual Supports (OASIS) and the OASIS Review Process known as ORR

### BDDS Helpline

BDDS Helpline is being discontinued and all new inquiries to the BDDS Helpline are being forwarded to the BQIS Helpline at [BQIS.Help@fssa.in.gov](mailto:BQIS.Help@fssa.in.gov)

### Supervised Group Living Vacancy

All SGL vacancy reports should be on the form that was revised December 2011. All reports should be sent to Ron Smith ([Ronald.Smith@fssa.in.gov](mailto:Ronald.Smith@fssa.in.gov)) and Jeanette Siener ([Jeanette.Siener@fssa.in.gov](mailto:Jeanette.Siener@fssa.in.gov)).

First Quarter 2012	
Placements	131
Vacancies as of April 31, 2012	180
Total Capacity (Vacancy Rate)	6.5%

### Equalized Assessments for SGL Residents

Beginning in April 2012, DDRS began implementing an objective assessment for all recipients of services offered through the BDDS. The Inventory for Client & Agency Planning (ICAP) and Health and Behavioral Addendum (Addendum) will be used for both waiver and supervised group living (SGL). This assessment will be used to determine an individual's service needs through the Algo method to ensure that individuals are assessed fairly across the spectrum of BDDS services.

BDDS field staff will be contacting SGL residents and providers to collect preliminary information. Providers will be asked to identify two individuals who work closely with the client to serve as respondents for the assessment. After the assessment has been completed, the BDDS staff will provide the assessment outcome to the individual and their team for review. The assessment of group homes is expected to take approximately ten months starting with District 1 and those providers who have requested to go ahead of schedule, and then working down the state. As homes are identified for assessment, a letter to the individual and provider will be mailed with additional information.

### Employment First Initiative Updates

Bloomington - The Bloomington group is developing general training materials for families, educators, providers, and those interested in learning more about employment supports.

South Bend - Several subgroups have been developed by the Transition Coalition to discuss such topics as work readiness, VRS/School/Transitions, Young Adult Services (YAS) and the connection to Employment Outcomes in order to continue to identify and solve issues.

The group is developing a Job Readiness Indicator for individuals to assist with Community Based Work Evaluations. A packet is also being created for IPMG is also being developed to be used for VRS referrals, and the group continues to meet quarterly. The next meeting is scheduled for April 25<sup>th</sup>.

Marion - VRS and IPMG will be meeting to discuss the increased invitations to team and transition meetings.

The group has also identified three goals to reach out to the school systems, these goals include:

1. Informing families of services/ expectations at an earlier age
2. Utilize existing training material
3. Using a multi-pronged approach to educate school system

- a. Educate upcoming teachers currently in college
- b. Explore ways to incorporate into current curriculum

Integrating First Steps into the Employment First Initiative was identified as a focus area for the SELN Work Plan in order to increase early awareness of employment as an option. The development of the SELN Plan could possibly feed into the goal of informing families at an earlier age.

Carey Services surveyed individuals currently at the workshop to find out why they are not pursuing community employment.

The next meeting is scheduled for April 11<sup>th</sup> at 9 a.m.

Evansville - All case managers were to have completed the training by February 28<sup>th</sup>. Feedback on training has been positive.

The job board has resulted in several job leads via the postings, but placement has yet to be achieved.

An update was provided regarding the wait list letter drafted by the group. The letter was sent to individuals of working age currently on the waiting list who, after cross-referencing with VRS, were found to not be involved with VRS. Out of the 412 individuals in Vanderburgh County age 17 and over (identified after cross referencing), 147 were sent the letter. Seventeen of those letters were returned as undeliverable. To date, seven individuals were noted to be in varying stages with VR (two not beyond referral status, one in application status, one in eligibility status, one in plan stage, two in services). Since it has been a short time since the letter was sent, BDDS and VRS will continue to review the response rate of the letter.

Currently in Evansville, the new SEFA Stabilization Evaluation forms are being piloted. Copies of the forms were distributed. A form for the employer as well as the placement provider has been revised to offer additional information. Feedback from the group was positive.

Kokomo - The Kokomo group has developed and is using a survey for employment. The results of the original batch of surveys resulted in meeting with the teachers locally to provide additional information on services available. Also, the case managers in Howard County have been given the survey to distribute to consumers, and are asking the survey questions. The surveys have also been handed out to transitioning students but have not been returned yet.

IPMG's last module of the case manager training is wrapping up. The training has had a positive feedback.

The group has submitted a proposal for the Department of Education's Special Education Improvement Award in the amount of \$70,000 for development of their web site. If the award is not granted, the Jay Davis Career Center through the high school has agreed to develop the web site. The group discussed Evansville's job board and may seek input from them since their job board is up and running. The target date for the web site would be the next school year.



## DDRS/BDDS Waiver Data

	<b>BDDS Waiting List</b>	<b>Individuals Targeted (February 2011 to April 10, 2012)</b>	<b>Total Served</b>
Developmental Disabilities Waiver	19,094	463	7,210
Support Services Waiver	12,518	1097	4,839
Autism Waiver	5,618	213	526

## BUREAU OF REHABILITATION SERVICES

### SmartWorks Webinar

In late 2010 the MIG contributed dollars to the development of SmartWorks, a portal designed for Ticket to Work (TTW) ENs. It is a no-cost solution that enables ENs to increase revenue and create a sustainable business. BRS strongly encourages all ENs and those considering becoming an EN, to participate in this webinar and learn how SmartWorks can help your organization successfully generate revenue through the TTW program. A webinar for Indiana will be held on April 12. Please RSVP directly to Sue Feldman at [suefeldman1009@gmail.com](mailto:suefeldman1009@gmail.com).

### Employment Services Workgroup

BRS established a stakeholder group to review current practices and make recommendations on Employment Services Subgroups. It is currently meeting with their constituent groups to gather recommendations with regard to: Results Based Funding – the concept; Results Based Funding – the process; Community resources; and, the Benefits Information network. The full group will meet in April to discuss recommendations and how to move forward with the new information.

### Purchase of Service Agreements

Contracts are being developed and will be implemented July 1, 2012. It is anticipated that the work of the Employment Services Workgroup will impact the POSAs that begin July 1, 2013.

### VRS Counselor Vacancies Filled

BRS has recently received approval to fill several VRS Counselor vacancies, and will have new staff starting soon. Staff will undergo several months of training and mentoring as they prepare to independently work full caseloads.

### Learning Collaborative

Competitive funding for a Learning Collaborative offered by the U.S. Department of Education, through the University of Massachusetts, Boston, was granted to BRS. This one year project will concentrate on Effective Supervision within a Virtual Environment. BRS is seeking support from the Learning Collaborative that will enable them to identify and evaluate competencies, models, and strategies to improve supervisory outcomes within the agency.



## **Indiana Rankings**

The Rehabilitation Services Administration released a comparison between Indiana and 53 other VRS agencies. The study looked into the number of employment outcomes and rates, average hours worked per week and the average hourly earnings by individuals with disabilities who received services in FFY10. Dependent upon the disability (visual, physical, communicative, cognitive, and psychosocial) Indiana ranked anywhere from 5 to 20 on a scale of 1-54 (1 being high) as raw number of employment outcomes obtained. Our employment rates were ranked anywhere from 6 to 32.

The average hours worked per week ranked:

- visual (45)
- physical (40)
- communicative (4)
- cognitive (40)
- psychosocial (45)

Average hourly earnings ranked:

- visual (44)
- physical (31)
- communicative (5)
- cognitive (46)
- psychosocial (51)

Through the work of the Employment Services Workgroup, BRS is exploring strategies to improve the quality of employment outcomes for individuals with disabilities, including increasing hours worked and hourly wages.

## **State Plan Public Hearings**

The VRS FY2013 State Plan has been posted to the [DDRS Announcements](#) webpage. Five public hearings have been scheduled, as well as a conference call to provide opportunity for comment. Information on how to submit written comments is available on the webpage as well.

## **Blind and Visually Impaired Services (BVIS) New Contract**

BVIS has negotiated a new five year contract with Indiana National Guard to provide the food service to Camp Atterbury. This is the second five year contract that provides for a licensed blind manager to operate the day-to-day operations, while BVIS manages contract compliance.

# **BUREAU OF QUALITY IMPROVEMENT SERVICES**

## **BQIS Complaint Hotline**

BQIS has taken several steps to improve its responsiveness to individuals and their guardians/families by implementing a hotline to receive complaints:

Toll-free complaint number: (866)296-8322

The hotline is available 24 hours, seven days a week to receive complaints. It is staffed by an answering service that will document callers' concerns, and then relay these to BQIS. Also, effective February 1, Liberty

surveyors started conducting complaint investigations. Liberty has 13 surveyors located across the state which will limit travel time to research an individual's/guardian's concerns.

As a reminder, DDRS's expectation is for the complaint system to provide consumers, guardians/families, providers, case managers and the public an additional avenue for communicating issues for the state to address. The complaint system is not intended to substitute the state's already established communication systems. Specifically, this means filing complaints does not replace the need to:

- Report incidents of abuse, neglect or exploitation, per DDRS Incident Reporting Policy; and
- Bring issues of concern to an individual's case manager and team for discussion. Prior to initiating a complaint investigation, BQIS will inquire if complainants have already discussed the issue(s) they are reporting with their case manager. If they have not, they are asked to do so before BQIS will initiate a complaint investigation.

The DDRS policy for BQIS complaint investigations and instructions on how to file a complaint, key information to provide, and contact information are included on the [BQIS webpage](#).

### **Mortality Data and Recommendations**

BQIS's Mortality Review Committee (MRC) reviews deaths of all individuals who received DDRS-funded services and provides systemic and provider-specific recommendations to mitigate future deaths from occurring due to the same or similar circumstances. BQIS will post supporting data and systemic recommendations resulting from these reviews on a quarterly basis. While the mortality data presented on the [BQIS webpage](#) may pertain to co-morbid conditions that are not directly attributable to the cause of death, further examination by providers is warranted as the risks involved with these conditions may have contributed to the cause of death. The expectation is for providers to increase their staffs' awareness of the issues discussed, and to identify and make necessary systems changes to prevent future deaths and other negative outcomes for individuals.

### **Compliance Evaluation Review Tool (CERT) Update**

A summary of results and recommendations from reviews conducted through December 31, 2011 can be found on the [BQIS webpage](#). The purpose of this information is for providers to assure alignment of their practices, procedures and files with the outlined regulations. Providers taking this approach will reduce organizational risk and facilitate a positive review process for those involved.

On October 1, 2011 BQIS started using an updated version of the CERT that takes into account the new DDRS policies issued over the past several months. The data posted here is the first update based on reviews conducted using this new version of the CERT. The updated CERT is available on the [BQIS webpage](#).

## **DISABILITY DETERMINATION BUREAU**

The Disability Determination Bureau (DDB) performs the medical adjudication of Social Security Disability claims, under Title 2 (SSDI) and Title 16 (SSI) of the Social Security Act. These determinations are made by disability examiners and medical and psychiatric consultants, according to Social Security Program guidelines.

### **Federal Fiscal Year 2011 Indicators** (October 1, 2010 - September 23, 2011)

Federal Fiscal Year 2011 was another spectacular year for the Indiana Disability Determination Bureau. In FY2011, DDB exceeded every goal and performance measure established by the Social Security Administration (SSA).

In FY2011, DDB received its seventh consecutive Commissioner's Citation based upon its performance in workload completion, processing times, case accuracy and productivity. Only 10 of these awards are awarded among the 54+ State Disability Determination Services (DDSs) throughout the nation and territories. DDB's PPWY of 361.9 was the second highest in the nation, behind Rhode Island (398.8). A comparative summary of the FY2011 Performance Indicators against the two previous fiscal years and for FY2012 Year-to-Date follows:

	<b>FY2012 YTD</b>	<b>FY2011</b>	<b>FY2010</b>	<b>FY2009</b>
<b>Total SS Disability Clearances</b>	<b>56,906</b>	<b>116,789</b>	<b>112,763</b>	<b>92,707</b>
<i>% Increase (Decrease)</i>	24 weeks	3.6%	21.6%	
<i>2-Year Increase (Decrease)</i>		26.0%		
<b>Production Per Work Year</b>	<b>429.2</b>	<b>361.9</b>	<b>353.2</b>	<b>333.3</b>
Regional Average	363.1	310.5	298.3	290.1
National Average	334.6	290.2	272.5	273.8
<b>Weeks Work Pending (WWP)</b>	<b>7.3</b>	<b>8.0</b>	<b>8.7</b>	<b>12.0</b>
Regional Average	11.5	11.4	11.9	11.9
<b>Title 2 Processing Time</b>	<b>61.1</b>	<b>65.0</b>	<b>77.4</b>	<b>77.2</b>
Regional Average	79.3	85.5	93.1	86.6
National Average	82.4	89.4	90.7	80.7
<b>Title 16 Processing Time</b>	<b>65.0</b>	<b>68.5</b>	<b>81.6</b>	<b>81.5</b>
Regional Average	84.5	90.0	98.1	90.3
National Average	84.4	90.9	93.9	83.1
<b>Net Decisional Accuracy</b>	<b>98.2%</b>	<b>98.2%</b>	<b>100.0%</b>	<b>98.7%</b>
Regional Average	98.1%	97.4%	98.5%	94.1%
National Average	97.5%	97.0%	97.9%	94.8%

## FIRST STEPS

**Annual Performance Report** The Annual Performance Report (APR) was submitted to the Federal Office of Special Education Programs February 2012. A copy of the report may be located at the [First Steps webpage](#).

### Part C Grant Application

The Part C grant application and grant notification may be located at [www.firststeps.in.gov](http://www.firststeps.in.gov). Comments regarding the application may be submitted prior to end of business April 15, 2011. Written comments are to be directed to:

First Steps Early Intervention System, Bureau of Child Development Services  
 Attn: FS Application  
 402 W. Washington St., MS51  
 Indianapolis, IN 46204  
 E-mailed: [firststepsweb@fssa.in.gov](mailto:firststepsweb@fssa.in.gov).

Individuals wishing to provide oral testimony, may do so on April 13, 2012, at 10 a.m. at the Indiana Government Center South, 402 W Washington Ct. Conference Center Room 1 Indianapolis, IN 46204.